- Loss of local area network connectivity affecting three or more individuals simultaneously.
- Loss of wide area network connectivity.
- Telephone, voice mail, or E-mail problems affecting key administrators (site administrators define key positions for their respective sites).
- Any security related incident such as willful physical damage to systems or networks; virus contamination; or compromise of network, systems, software or data integrity.
- Any malfunction which affects an entire computer laboratory.
- Any failure which could result in the cancellation of planned demonstrations, training, or similar activities which can not reasonably be rescheduled or conducted at alternate facilities.
- Loss of WISE central computer system connectivity.

VERIFICATION

There are two requirements for verification of equipment status: (1) equipment failures must be properly categorized before submitting warranty claims, and (2) repair actions must be checked to ensure they are effective.

The first verification is performed when the assigned service technician inspects the reported malfunctioning equipment on-site. This verification is particularly important prior to submitting warranty claims, since support vendors need to have malfunctions accurately reported in order to obtain the correct repair parts. Verification is also performed to ensue that warranty service providers are not called to resolve malfunctions that could and should be corrected through operator intervention. Software problems, expired passwords, disconnected network cables and other similar conditions are not warranty issues, and the district may incur non-warranty repair charges if improper claims are submitted. The fact of verification will be made a matter of record in the work order management system and will identify the technician making the assessment.

Once a repair action has been accomplished, the individual accepting the work should only close out the work request after the equipment has been demonstrated to be fully operational. In the case of warranty claims, an action by a warranty service provider may not always complete the repair. For example, a disk drive may be replaced under warranty, but the associated computer will not be fully operational until operating system, networking, and applications software are all properly installed. In this circumstance, the warranty service provider's work order should be closed out when the disk drive is replaced, but the Management Information and Network Services internal work order should remain open until the assigned technician loads the appropriate software and the system is returned to the user as fully operational. The service coordinator is normally the individual that accepts work as being complete.

WARRANTY CLAIMS

Warranties for computer hardware and peripherals are provided by the manufacturer and vary in duration and scope. A warranty may provide for on-site repair, repair at a service provider's facility, return of defective equipment directly to the manufacturer, or some combination of these coverages. Warranties are provided for specific periods of time, generally between ninety days and one year. Extended warranties beyond the initial period of coverage may provide a lesser degree of coverage. Warranty claims that turn out to be false can result in charges for time and materials consumed in diagnosis and repair.

For all warranty repairs;

Once a warranty claim is verified, the HELP system administrator enters the information into the work order management system and notifies the warranty service provider by e-mail or coordinates the return of equipment to the service provider or manufacturer with any required supporting documentation.

For on-site warranty repairs:

The warranty service provider may contact the technician that verified the failure for additional information. The warranty service provider will order any necessary repair parts and coordinate directly with the site or program service coordinator to arrange for a site visit to either perform additional diagnostics or repair/replace the defective part.

The service coordinator will, if possible, ensure that the defective equipment has been restored to full operational capability and accept the warranty service provider's repair action as complete. If the repair cannot be verified due to additional non- warranty work being required to restore the equipment to operation, that fact should be noted on the warranty service provider's work order and the work should be accepted as complete.

The service coordinator should notify the assigned technician if warranty repairs are completed but additional work is required to complete the equipment repair. The technician should also be contacted for assistance in verifying that warranty repairs are complete and effective in cases where the original malfunction was intermittent, occurred randomly, or was otherwise difficult to detect or diagnose.

The warranty service provider gives the service coordinator a copy of the completed work order. An additional copy is provided separately to the HELP system administrator for updating of the work order management system. If the equipment is operational (which will be assumed unless the work order is annotated otherwise), the HELP system administrator will close out the entry in the work order management system.

If any additional work is needed, the assigned technician closes out the entry in the work order management system once all work is completed and the equipment is verified as being operational.

For equipment returned to a local service provider for warranty repair:

The site or program service coordinator arranges with the assigned technician to pick up the defective equipment and deliver it to the repair facility. Temporary hand receipts are completed to cover the removal of equipment from site.

Equipment is taken to the Management Information and Network Services repair facility for additional diagnosis and test, or directly to the service provider's repair facility, as required.

The service vendor signs receipts for all equipment delivered for repair.

Once repair is completed by the service provider, the HELP system administrator will be notified to arrange for pick up of the equipment.

The assigned technician will pick up and receipt for the repaired equipment and return it to the owning site or program. The service coordinator receipts tor the equipment, verifies the repair, and accepts the work as complete.

The assigned technician closes out the entry in the work order management system once the equipment is verified as being operational.

For equipment returned to a manufacturer for warranty repair:

The service coordinator arranges with the assigned technician to pick up the defective equipment and deliver it to Management Information and Network Services.

Temporary hand receipts are completed to cover the removal of equipment from site.

Equipment is taken to the Management Information and Network Services repair facility to arrange for proper packaging and shipment to the manufacturer.

The equipment must be insured by the carrier for its full replacement value during shipment and handling.

Once the item is returned by the manufacturer, the assigned technician will verify the repair.

The assigned technician returns the repaired equipment to the owner, gives a receipt for it and picks up any issued leaner equipment. The service coordinator

receipts for the repaired equipment, verifies the equipment is operational, and accepts the work as complete.

The assigned technician closes out the entry in the work order management system
once the equipment is verified as being operational.

NON-WARRANTY REPAIRS

Repairs to equipment which is no longer covered by a manufacturer's regular or extended warranty require slightly different procedures than those used for warranty claims. The difference is primarily in deciding whether or not to repair the equipment. In some cases, the cost of repairing older equipment may exceed the cost of replacement with a newer like item. The repair decision may also be based on available budget capacity and the priorities of the site or program administrator. Therefore, before embarking on any equipment repair that is not covered by warranty. Network Services will provide the site or program administrator with a cost estimate and proceed only on his/her authorization. This policy of furnishing a cost estimate and obtaining authorization to proceed will also apply to any upgrades or enhancements to existing systems. Authorization is normally a requisition approved by the designated site or program administrator identifying all necessary material, the work order number, and an appropriate account number.

MOVEMENT AND TRANSFER OF COMPUTER EQUIPMENT

Careless handling of computer equipment can result in significant and costly damage. Transportation of equipment off site will be done by Network Services or other service technicians. Off site movement will require transfer of accountability using hand receipts, work requests, or other approved documentation showing the disposition of the equipment. Movement on site should be performed by or under the supervision of the Network Technician whenever possible. The site coordinator may also supervise the on site movement of computer equipment. For example, non-operational equipment should be relocated to a place where service technicians can perform repairs without disturbing students, teachers, or other routine site activities. Students, teachers, or custodial personnel should not be asked to move computers or peripheral devices without proper supervision. Individuals performing unsupervised movement of computer equipment may be held liable for any damage resulting from improper handling or failure to properly prepare or secure the equipment for movement.

These guidelines should be used when moving computer equipment on-site:
- Make sure that users affected by the computer move are aware of when and why the relocation will take place.

- Contact the Network Technician to determine the status of existing data jacks if network connectivity is required at the new location.
- Ensure that the new location is prepared to accept the computer system (adequate space, power outlets, data jacks, etc.).
- Check for resource sharing (printers, files, etc.) and notify users of any impacts resulting from the move (alternate resources or workarounds).
- Remove all power from the system and disconnect the power cord and network cable.
- Disconnect all peripheral devices and their cables from the system unit. Note the configuration of cabling so that proper connections can be reestablished at the new location.
- If the computer system is equipped with an individual power strip, keep it with the system for use at the new location.
- Using proper lifting techniques to avoid damage to you and the equipment: carefully move the system components. A wheeled cart, if available, should be used to transport large items such as the system unit, monitor and printer.

EXCESS AND SURPLUS EQUIPMENT

When a site or program administrator determines that computer equipment is no longer needed, it should be promptly reported to Network Services for evaluation. Management Information and Network Services will survey the equipment with the service coordinator and complete a property disposition tag. Movement of equipment that has been surveyed and tagged will be handled in accordance with the procedures for fixed asset inventory elsewhere in this manual.

SOFTWARE INSTALLATION AND MAINTENANCE

Each computer system in the district is authorized and licensed for a specific suite of operating system, networking, and business applications software based on the needs of the system user. Additional software may be licensed, issued and installed to meet special business or educational and instructional needs. Software integrity and strict adherence to manufacturers' licensing and copyright restrictions are issues which do not permit compromise. Management of version control is essential to the orderly and efficient conduct of business. Virus contamination resulting from the indiscriminate introduction of unauthorized software poses a serious hazard, especially in an open computing environment.

Software must be reviewed and granted approval for use as prescribed in separate policies and procedures before being installed on district computer systems. Software other than the normal district suite of applications should be reviewed and approved by site-based committees chartered with the responsibility and having the technical capability for performing that function. Additionally, any software to be installed on a network server or operated in a client-server mode must be reviewed and approved by Network Services. Approval will be in writing and will be based on the type of license issued, the method of software control and delivery, and the impact to network performance.

The Computer Services Manager will direct the removal of any software that is not properly licensed, approved for use, or which poses degradation to other systems or network performance. Shareware and freeware programs obtained from any source are prohibited from use without prior evaluation and approval.

The installation of personal (non-district owned) software is strictly prohibited.

Software maintenance (e.g., updates, revisions, restoration) will generally be performed by Network Technicians in response to a site or program generated service request. Occasionally, service updates will be procured and installed by Network Services on a district-wide basis. On large-scale implementations. Arrangements may be made for installation of new or updated software by other than Network Technicians.

Software licensed to the Westwood School District shall not be copied or installed on other than the intended system. Special programs that are specifically authorized by a software manufacturer to permit home use of district licensed software are covered in separate policies and procedures.

Violations of licensing and copyright restrictions and the use of non-approved software are considered misuse of district computing resources and will be reported to the building administrator and/or the Director of Technology for administrative action.

NETWORK INTEGRITY
The network infrastructure comprising each site's local area network and the district's wide area network is a carefully planned and implemented architecture. The network components include the various routers, hubs, repeaters, sensors, monitors, data links, building cabling, and all connected servers, workstations, and peripheral devices. This vast array of over 500 nodes is not simply a network, it is a tuned and balanced system designed to provide the connectivity and throughput needed to achieve the district's technology goals and objectives. Even the smallest of changes to the network architecture can have far reaching impacts on performance. A single malfunctioning workstation network interface card can saturate a network segment with traffic to a point where productivity decreases significantly for all other users on that segment. A poorly designed or improperly installed software application can produce similar results. Improper wiring of network interconnect cables can result in total network collapse and physical damage to equipment. Because of the sensitivity and criticality of the network to delivery of instruction, district business operations and educational support, the following rules apply to any alteration or modification of the site and district telecommunications infrastructure:

Network Technicians are the only personnel authorized to add, change or remove devices that affect network management and connectivity.

Network Technicians and approved service providers are the only personnel authorized to alter network wiring.

Network Services will be afforded the opportunity to evaluate all software applications to determine any adverse impact on network performance prior to that software being installed on any network connected system.

Network Technicians are authorized to supervise the movement of individual workstations and peripheral devices at their respective building locations.

Users will report any computing equipment that exhibits abnormal operating characteristics to their site coordinator. The Network Technicians will isolate the system from the network and submit an appropriate service request to the HELP system.

Unauthorized modification or tampering with the site or district network infrastructure will be considered misuse of district computing resources and will be reported.

Westwood Community School District

Technical Support Procedures

◆Technical Support Procedures

  ◆Operating Procedures
  ◆Reporting Procedures
  ◆Priority Levels

Technical Support Operating Procedures ~

Technical Support Operating Procedures are dependent upon both the building level support personnel, i.e. the Media Specialist, and the District Technology personnel. The Media Specialists in the buildings are the first line of support. They are charged with:

◆Point of Contact - Communication between the District technology support staff and a school building is via the Media Specialist.
◆Keep current with advances and updates as needed for buildings computer needs.
◆Have the ability to use the Internet and other on-line information systems.
◆Train building staff.
◆Install & Remove hardware and/or software.
◆Backup of files.
◆Individual assistance as necessary.
◆Maintain Hardware / Software inventory.
◆Troubleshoot problems before contacting District tech staff

Reporting Procedures ~

When an incident or problem occurs, building staff are to inform the Media Specialist by filling out a Technical Request form (a copy of the from is attached). The Media Specialist will then attempt to resolve the incident or problem if possible.

If the Media Specialist can not resolve the Request or problem, he/she will gather as much information as possible. The Media Specialist should determine whether the request falls within currently supported District hardware and/or software guidelines. If so, he/she will contact the District tech staff by phone. The Media Specialist and the District tech staff will work together over the phone to attempt to resolve the issue.

If the issue can not be solved by phone, the District tech staff will work with the Media Specialist to determine the severity of the incident. The Media Specialist will record all information on the form and then forward via interoffice mail or (FAX 565-0304) the

Technical Request form to the District tech staff. A District technician will then be dispatched, if necessary.

If the District technician can not resolve the incident he/she will contact the appropriate vendor's tech support for assistance. For incidents for which there is no resolution, every effort will be made to provide a work around.

Levels of priority ~

1. **Emergency** - A server has crashed, or network electronics are down denying service to a lab or large group of machines. Response will be as immediate as is possible.
2. **Critical** - Directly or indirectly affects the productive use of many computers or a network application, or a network resource (network printer). Contact by technician within one workday.
3. **Moderate** - Does not affect many users. Affected users may use other machines to complete task. A temporary work around exists. Contact by a technician within three workdays.
4. **Non-Critical** - Installation of new software, or updates or single user peripherals. Resolution of simple user situations (configuration tweaking). Contact by a technician within 5 workdays.

Should an instructional system and an administrative system fail within the same time frame with equal severity the instructional system will normally receive priority. There are always situations involving extenuating circumstances that may cause us to exercise judgment contrary to this rule.

Westwood Community School District

Request for Technical Assistance

Building: _____   Log # _____

Level of Priority: _____ (Priority determined by Media Specialist and District staff)

Requested by:	
Date:	Room:

Description of Problem or Request:

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

Actions you have taken to try to resolve:

_____
_____
_____
_____
_____

Media Spec/:	Date:
Principal:	Date:

Disposition:

_____
_____
_____
_____
_____
_____
_____
_____

Continued on back

Date completed:	
Effort required (hrs):	Completed by:

Forward completed form to the School Media Specialist or Office.

92

Westwood Community School District

Request for Technical Assistance

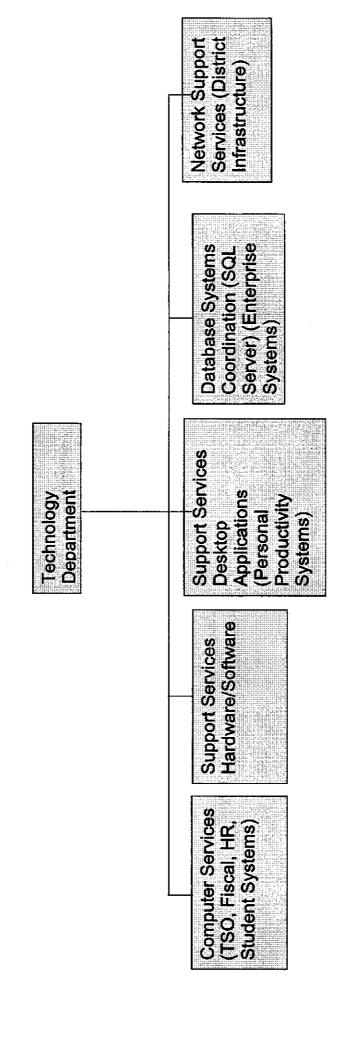**Page 2**

Technical Work Request Process Flow

```
┌──────────────┐      ┌──────────────┐              ┌──────────────┐      ┌──────────────┐
│ Check and    │      │ District Tech│          Yes │ Open         │      │ Coordinate   │
│ upload to Work│─────▶│ Reviews      │─────▶  Warrant  ───────────▶│ Ticket with  │─────▶│ warranty     │
│ Order Mgt    │      │              │      │  v?     │         │ warranty     │      │ repair       │
│ System       │      └──────────────┘       ◇        │         └──────────────┘      └──────────────┘
└──────────────┘                              │  No
        ▲                                     ▼
        │                                  Parts        No
┌──────────────┐                           Needed  ───────────┐            ┌──────────────┐
│ Submit       │                             ◇                │            │ Complete     │
│ work         │                             │                │            │ repair       │
│ request      │                            Yes               │            └──────────────┘
└──────────────┘                             │                ▼
        ▲                            ┌──────────────┐  ┌──────────────┐
        │                            │ Obtain       │  │ Schedule     │
     No │                            │ parts        │─▶│ repair       │
        │                            └──────────────┘  └──────────────┘
┌─────────┐     Emergenc                                                   ┌──────────────┐
│ Problem │────▶   v?                                                      │ Close        │
└─────────┘        ◇                                                       │ work order   │
                   │                                                       │ in Work      │
                  Yes                                                      └──────────────┘
                   ▼
┌──────────────┐  ┌──────────────┐  ┌──────────────┐  ┌──────────────┐  ┌──────────────┐
│ Phone call   │  │ Contact      │  │ Assess       │  │ Tech responds│  │ Tech         │
│ to 'HELP'    │─▶│ Tech         │─▶│ problem and  │─▶│ to site and  │─▶│ documents    │
│ line         │  │              │  │ dispatch     │  │ resolves     │  │ action via   │
└──────────────┘  └──────────────┘  │ tech         │  │ problem      │  │ Work Order   │
                                    └──────────────┘  └──────────────┘  └──────────────┘
```

TECHNOLOGY FUNCTIONAL ORGANIZATION CHART

```
                        ┌──────────────────┐
                        │    Technology    │
                        │    Department    │
                        └──────────────────┘
                                 │
     ┌──────────────┬────────────┼────────────┬──────────────┐
     │              │            │            │              │
┌─────────┐  ┌─────────────┐ ┌─────────┐ ┌──────────────┐ ┌──────────────┐
│Computer │  │Support      │ │Support  │ │Database      │ │Network       │
│Services │  │Services     │ │Services │ │Systems       │ │Support       │
│(TSO,    │  │Hardware/    │ │Desktop  │ │Coordination  │ │Services      │
│Fiscal,  │  │Software     │ │Applica- │ │(SQL Server)  │ │(District     │
│HR,      │  │             │ │tions    │ │(Enterprise   │ │Infrastruc-   │
│Student  │  │             │ │(Personal│ │Systems)      │ │ture)         │
│Systems) │  │             │ │Producti-│ │              │ │              │
│         │  │             │ │vity     │ │              │ │              │
│         │  │             │ │Systems) │ │              │ │              │
└─────────┘  └─────────────┘ └─────────┘ └──────────────┘ └──────────────┘
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Appendix F Acceptable Use Policy

Internet Acceptable Use Policy

File: 6163.12

E-MAIL AND INTERNET ACCEPTABLE USE

The Board of Education of the Westwood Community School District is committed to the effective use of technology to enhance both the quality of student learning and the efficiency of its schools= operations.   It is also recognized that measures have to be established to safeguard the District=s investment in both hardware and software in achieving the educational benefits of technology and inhibiting negative side effects.

CIPA and Content Filtering Requirement

The Children's Internet Protection Act requires Internet filtering for schools and libraries receiving federal technology funding. Internet filtering is a specific technology that blocks or filters Internet access. It must protect against access by adults and minors to visual depictions that are obscene, child pornography, or - with respect to use of computers with Internet access by minors - harmful to minors. The Westwood School District has implemented a content filtering program on all District owned computers.

The District's growing technology provides unequaled opportunities to explore and use a varied and exciting set of resources including computer programs, CDS, electronic mail, and the Internet. The Internet's potential as an educational tool is boundless. With Internet use also comes a potential for abuse. It is the purpose of this policy and subsequent Internet and technology contracts to ensure that all who use the network services; students, parents, faculty, staff, and community members, use this valuable educational resource in an appropriate manner.

1.   The entire information network system is owned by the Westwood Community School District and is to be used for educational activities only. The Internet and E-mail systems are public access systems and content should always be educationally appropriate.

2.   The Westwood Community School District will not be liable for the actions of anyone while using the network both local or on the Internet. **All users shall assume full liability, legal, financial, or otherwise, for their**

E-MAIL AND INTERNET ACCEPTABLE USE

actions. In addition, the school system takes no responsibility for any information or materials that are transferred through the Internet, either through the school equipment or personal equipment from a remote location, and stored on any district file server.

3.   All students and staff are required to have a Network Resources Contract signed prior to Internet-network access.

4.   The administration will also ensure that both staff and students are adequately informed about disciplinary actions that will be taken if the Westwood Community School District=s technology equipment and/or networks are abused in any way or used in an illegal or unethical manner.

Staff and Student E-Mail and Internet Acceptable Use

The computing systems, networks and related facilities in the Westwood Community School District are intended to support the Westwood Community School District=s mission statement.

Westwood=s growing technology provides unequaled opportunities to explore and use a varied and exciting set of resources including computer programs, CDS, electronic mail, and the Internet. With Internet use also comes a potential for abuse. It is expected that the Westwood Community School District faculty will thoughtfully integrate the use of the Internet through the curriculum and will provide guidance and instruction to students in its use. As much as possible, access from school to Internet resources should be structured in ways which point students to those sites which have been evaluated prior to use. While students will be able to move beyond those resources to others that have not been previewed by staff, they shall be provided with guidelines and lists of resources particularly suited to learning objectives.

The most important prerequisite for someone to use the network services is that he or she take full responsibility for his or her own actions. **The Westwood Community School District will not be liable for the actions of anyone while using the network both locally or on the Internet.** All users shall assume full liability, legal, financial, or otherwise, for their actions. In addition, the school system takes no responsibility for any information or materials that are transferred through the Internet, either through the school equipment or personal equipment from a remote location, and stored on district file servers.

This complete policy and accompanying procedures are available for review by all parents, guardians, and other members of the community.

Rules and Responsibilities of the E-Mail User

The content and maintenance of a user=s electronic mailbox is the user=s responsibility. Each e-mail user will:

E-MAIL AND INTERNET ACCEPTABLE USE

1. Read the E-mail and Internet Acceptable Use policy, complete a Westwood Community School District Network Resources Contract, and obey the provisions of that agreement. In addition to the form, student users of the Internet must have their parent or guardian read through the policy and sign the back of the contract.

2. Use the e-mail system for its intended educational purposes only. Commercial use of e-mail is prohibited.

3. Never deliberately or willfully disrupt the services of the e-mail system or damage any of the software, hardware, or security associated with the network.

4. Respect the rights and privacy of others on the network. This would include, but not be limited to, viewing mail without permission, sending mail under another person=s name, tampering/changing another person=s password without consent, or sending harassing messages.

5. Check e-mail regularly, delete unwanted messages and keep the remaining number of messages to a minimum in the mailbox since they take up file server storage space. Messages should be deleted after one month.

6. Never assume that your e-mail cannot be read by anyone except yourself since copies can be forwarded or sent as carbon copies. Never send or keep anything that you would not mind seeing in the daily newspaper.

7. Use proper e-mail etiquette when composing messages. Refrain from using derogatory or discriminatory statements based on race, religion, or sex, or statements that may constitute sexual harassment.

8. Do NOT communicate anything that violates any of the Westwood Community School District policies, and/or local, state, or federal laws and regulations.

Responsibilities of the Internet User

The information network system is owned by the Westwood Community School District and is to be used for educational activities. The following rules relate to their use. All potential Internet users must:

1. Read the Westwood Community School District Acceptable Use Policy, complete a Westwood Community School District Network Resources Contract, and obey the provisions of that agreement. In addition for the form, student users of the Internet must have their parent or guardian read through the policy and sign the back of the form as well.

E-MAIL AND INTERNET ACCEPTABLE USE

2. Accept legal and financial responsibility and release the Westwood Community School District Board of Education and administration from any and all claims of any nature incurred while using the school system=s network.

3. Cooperate with the Network Manager or designee in maintaining a working network for its intended educational purpose consistent with the Westwood Community School District Mission Statement. Students utilizing the Westwood Community School District Internet access must first have the permission of, and must be supervised by, an appropriate staff member.

4. Just as they are responsible for good behavior in the classroom, students are expected to show the same type of consideration while using the Internet. Only use the Internet for appropriate educational purposes. Uploading, downloading, or distributing materials that are deemed offensive, discriminatory, derogatory, or sexually explicit, or show others how to do the same, is prohibited. Be aware that the transfer of certain kinds of materials is illegal and is punishable by fine or jail sentence. Anyone who logs into an inappropriate location is to immediately log off.

5. Follow all Westwood Community School District policies, and/or local, state, and federal laws and regulations when using the network services. Abide by all copyright laws when downloading, uploading, or using software.

6. Respect the rights and privacy of others on the network. Accessing, tampering, damaging another person=s materials, information, or hardware is forbidden.

7. Safeguard personal information such as name, address, telephone number, etc., while on the Internet, as well as use only your personal Internet account. Sharing of the Internet account with others is strictly prohibited.

8. Refrain from sending messages that are likely to result in the loss of a recipient=s work or system including known viruses or the altering of any system software or another=s personal work, both locally or remotely.

Administrative Responsibilities for E-Mail and Internet

The administration/network manager has the responsibility to maintain the integrity of the network by employing any or all of the conditions listed below. The administration has the responsibility and right to:

1. Access and delete old e-mail message files to improve the working capacity of the system.

2. Log e-mail and Internet use and require additional user maintenance procedures when necessary.

E-MAIL AND INTERNET ACCEPTABLE USE

3.   Deny an e-mail or Internet account to anyone for any violation of this policy.

4.   Monitor any or all downloaded files to the school file servers, and remove those deemed educationally inappropriate.

5.   Require log sheets to be filled in by the users on Internet use when and if necessary.

Penalties for E-Mail or Internet Violations

1.   The use of the Westwood Community School District E-mail or its network connection to the Internet is a privilege which may be revoked at any time and for any reason. Appropriate reasons for revoking privileges include, but are not limited to:

$ using abusive, derogatory, or objectionable language in either public or private messages

$ sending messages that are likely to result in the loss of a recipient=s work or system including known viruses

$ altering any system software or another=s personal work, both locally or remotely

$ placing unauthorized information on the network

$ disrupting the network through the abuse of hardware or software

$ using the network to be malicious through hate mail, harassment, profanity, vulgar statements, or discriminatory remarks

$ downloading, copying, using or installing illegally copyrighted software

$ allowing anyone to use an access other than the access holder

$ displaying conduct on the Internet that detracts from the good reputation of the Westwood Community School District.

2.   Internet/E-mail users will be liable for any and all repair costs arising from damage to hardware or software caused by negligent or deliberate actions on the part of the user.

3.   Employees of the Westwood Community School District who do not follow the provisions of responsible network use shall be subject to disciplinary action which may include termination of employment.

E-MAIL AND INTERNET ACCEPTABLE USE

4. Student Internet users who purposely abuse the hardware, software, or network services shall be subject to whatever disciplinary action is deemed appropriate by the board of education including suspension and/or expulsion from school.

Adopted December 15, 1998   **Board of Education**
                              Westwood Community School District

E-MAIL AND INTERNET ACCEPTABLE USE

WESTWOOD COMMUNITY SCHOOL DISTRICT STAFF/STUDENT NETWORK RESOURCES CONTRACT

I, _____ have read the Westwood Community School District E-Mail and Internet Acceptable Use Policy and understand the rules that will govern my use of the Internet.

I realize that the sole purpose of the Internet connection through the Westwood Community School District is educational in nature.

I realize that this opportunity to connect to the Internet is a privilege, not a right, and that only through proper use of the system may I remain an active Internet user.

I realize that any violation of the policies or the intent of the policies as described in the Acceptable Use Policy may lead to penalties, including revocation of the account, disciplinary action, and/or legal action.

I realize that I am solely responsible for my actions while connected to the Internet and will be held accountable as such.

I realize the importance of upholding copyright laws while uploading, downloading, or using any software while on the network.

By signing this contract, I release the Westwood Community School District and all other organizations related to the network from any liability or damages that may result from the use of the Internet connection. In addition, I will accept full responsibility and liability, both legally and financially, for the results of my actions with regard to the use of the Internet.

_____
User Signature   Date

In order for a student to receive permission to use the Internet, the reverse side of this form must be signed by a parent or guardian.

File: 6163.12-E

WESTWOOD COMMUNITY SCHOOL DISTRICT STAFF/STUDENT NETWORK RESOURCES CONTRACT

PARENTAL INFORMATION/SIGNATURE SECTION

To meet the educational needs of students, the Westwood Community School District will offer to students access to the Internet. This technology will allow them to expand their information base by accessing distant resources, communicate with other individuals, and develop electronic research skills critical to their future. While the intent of the Westwood Community School District is to make Internet access available to further educational goals and objectives, students may find ways to access other materials as well. Even though the Westwood Community School District has instituted methods or systems to regulate student=s Internet access, those methods cannot guarantee compliance with the Acceptable Use Policy.

Families should be aware that some materials accessible through the Internet may contain items that are illegal, defamatory, inaccurate, or potentially offensive to some people. In addition, it is possible to purchase certain goods and services from the Internet which could result in unwanted financial obligations for which a student=s parent or guardian would be liable.

The Westwood Community School District believes that the benefits to students of access to the Internet exceed any disadvantages when used in a responsible manner by the student and monitored by both staff and parents in an educational atmosphere.

I, _____ the parent/guardian of student _____ have read and accept the Westwood Community School District E-Mail and Internet Acceptable Use policy.

I agree to accept all financial and legal liabilities that may result from the use of the Westwood Community School District Internet connection by my son/daughter.

In consideration for the privilege of my son/daughter using the Internet, I hereby release the Westwood Community School District, the Board of Education, staff, and volunteers from any and all claims of any nature arising from the use of the Internet.

_____   _____
Parent/Guardian Signature   Date

E-MAIL AND INTERNET ACCEPTABLE USE

DISTRICT INTERNET FILTERING

All Internet activity is filtered through a content filtering program and is in compliance with the Children's Internet Protection Act (CIPA). WAYNE COUNTY RESA provides that filtering service.